

**OFFICE ASSISTANT (GENERAL)**  
**OFFICE ASSISTANT (TYPING)**

CA55-1441

1PB8301

CA52-1379

1PB8302



**CALIFORNIA  
STATE  
GOVERNMENT**

**Open-Continuous  
Statewide**

AN EQUAL OPPORTUNITY EMPLOYER TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE, OR SEXUAL ORIENTATION

IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE STATE WORK PLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS

**EXAMINATION TYPE**

This is an open examination. Applications will not be accepted on a promotional basis. Career credits will not be granted.

**WHO CAN APPLY**

Applicants who meet the minimum qualifications **AND** have not taken the Office Assistant (General) or (Typing) exam within the last 12 months may apply for this examination as indicated below.

**HOW TO APPLY**

Applicants must apply using one of the following methods:

1. Continuous (ongoing) filing. On the internet, you can complete and submit your application, plus, schedule an appointment to take the test in Sacramento. Please note that Sacramento is the only testing location available at this time. Additional testing locations will be added for the Greater Metropolitan Areas as they become available.

To apply using the Internet Application Process, go to **[www.spb.ca.gov/examstart](http://www.spb.ca.gov/examstart)**. Applicants will complete their application and respond to questions regarding their ability to meet the minimum qualifications. An immediate minimum qualification determination will be made by the on-line system. If an applicant qualifies, he/she will be allowed to select a date and time to take the test.

**OR**

2. The State Personnel Board (SPB) anticipates conducting One-Day File and Test-In-Person AND File-By-Mail processes for various locations throughout the State as needs warrant. Please visit our web site periodically to learn when and where these examinations will be held. **The address is [www.spb.ca.gov](http://www.spb.ca.gov).**

**PLEASE DO NOT SEND APPLICATIONS TO THE STATE PERSONNEL BOARD UNLESS THE EXAMINATION BULLETIN SPECIFICALLY STATES TO DO SO.**

**REQUIRED  
IDENTIFICATION**

**APPLICANTS MUST BRING TO THE WRITTEN TEST, A PHOTO IDENTIFICATION OR TWO FORMS OF SIGNED IDENTIFICATION.**

**SPECIAL TESTING  
ARRANGEMENTS**

If you are disabled and need special assistance or special testing arrangements contact the State Personnel Board at (916) 653-1502, Telecommunications Device for the Deaf (TDD) (916) 654-6336, or via California Relay (Telephone) Service for the deaf or hearing impaired: from TDD phones: 1-(800) 735-2929, from voice phones: 1-(800) 735-2922.

**SALARY RANGE**

Office Assistant (General)  
Range A - \$1846 - \$2242  
Range B - \$2029 - \$2465

Office Assistant (Typing)  
Range A - \$1908 - \$2319  
Range B - \$2029 - \$2465

(Continued on the reverse side)

**REQUIREMENTS FOR  
ADMITTANCE TO THE  
EXAMINATION**

**Note:** All applicants must meet the education and/or experience requirements on the date they complete and submit their application and schedule a written test appointment via the Office Assistant Internet Application Process.

**MINIMUM  
QUALIFICATIONS  
(Both Classes)**

**Either I** One year of experience in California state service performing the duties of an Assistant Clerk.

**Or II** Education: Either equivalent to completion of the twelfth grade; or completion of a business school curriculum; or completion of a clerical work experience training program such as those offered through the Welfare Reform Act. (One year of clerical work experience may be substituted for the required education.)

**SPECIAL  
REQUIREMENT**

Applicants for the Office Assistant (Typing) must be able to type at a speed of not less than 40 words per minute from an ordinary manuscript or printed or typewritten material. This requirement will be verified prior to a hiring interview, or at the time of any job offer as a result of successful placement on the resulting employment list.

**ELIGIBLE LIST  
INFORMATION**

A candidate may be tested only once in a 12-month period. Names of successful competitors are merged onto the eligible list in order of final scores, regardless of test date. The names will remain on the list for a period of 24 months.

**EXAMINATION  
INFORMATION**

The examination will consist of a written examination weighted 100%. In order to obtain a position on the eligible list, a minimum rating of 70.00% must be attained.

**WRITTEN TEST - WEIGHTED 100.00%**

**WRITTEN TEST  
SCOPE**

Scope:

1. Correct usage of spelling, punctuation and grammar.
2. Vocabulary
3. Accuracy in: comparing pairs of names, comparing pairs of numbers, alphabetizing and numerical ordering.
4. Basic math.
5. Reading comprehension, following written directions and interpreting written tables.

**POSITION  
DESCRIPTION**

An Office Assistant (General) is the entry, trainee working level for this class. Under close supervision as a trainee, incumbents regularly perform a limited range of duties that become routine, and/or learn to perform a variety of full journey level general clerical duties.

An Office Assistant (Typing) is the entry, trainee working level for this class. Under close supervision as a trainee, incumbents regularly perform a limited range of duties that become routine, and/or learn to perform a variety of full journey level general clerical duties. Typically, typing encompasses a significant proportion of the work time.

Positions exist statewide.

**ADDITIONAL DESIRABLE  
QUALIFICATIONS**

Education equivalent to completion of the twelfth grade.

**TESTING PERIOD**

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The testing period for these classifications is 12 months. You may take the examination at any time. Once you have taken the examination, you may not reapply for 12 months.

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**SPECIAL PERSONAL  
CHARACTERISTICS**

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A demonstrated interest in assuming increasing responsibility.

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**VETERANS**

**Veterans' Preference** credits will be added to the final score of all competitors in this examination who qualify for, and have requested these points and who are successful in the Written Test. Due to changes in the law, which were effective January 1, 1996, VETERANS WHO ACHIEVE PERMANENT CIVIL SERVICE STATUS ARE NOT ELIGIBLE TO RECEIVE VETERANS' CREDITS.

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**QUESTIONS?**

If you have any questions concerning this announcement, please contact the State Personnel Board, Examination Services Unit, 801 Capitol Mall, P.O. Box 944201, Sacramento, CA 94244-2010, (916) 653-1502, TDD (916) 653-6336.

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### GENERAL INFORMATION

**If you meet the requirements** stated on this bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination described on this bulletin will be compared with the performance of the others who take this test, and all candidates who pass will be ranked according to their scores.

**The State Personnel Board** reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all competitors will be notified.

**Examination Locations:** When a written test is part of the examination, it will be given in such places in California as the number of candidates and conditions warrant. Ordinarily, oral interviews are scheduled in Sacramento, San Francisco, and Los Angeles. However, locations of interviews may be limited to or extended as conditions warrant.

**Eligible Lists:** Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) sub-divisional promotional, 2) departmental promotional, 3) multidepartmental promotional, 4) servicewide promotional, 5) open eligible list. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in from one to four years unless otherwise stated on this bulletin. In the case of continuous testing examinations, names are merged into the appropriate eligible list in order of final test scores (except as modified by veterans preference credits) regardless of the date of the test and the resulting eligible lists will be used only to fill vacancies in the area shown on the bulletin.

**General Qualifications:** Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgement, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history and fingerprinting may be required.

**Interview Scope:** If an interview is conducted, in addition to the scope described on this bulletin, the panel will consider education, experience, personal development, personal traits, and fitness. In appraising experience, more weight will be given to the breadth and recency of pertinent experience and evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of his/her experience. Evaluation of a candidate's personal development will include consideration of his/her recognition of his/her own training needs; his/her plans for self-development; and the progress he/she has made in his/her efforts toward self-development.

**Veterans Preference:** California law limits the granting of veterans preference points in open entrance examinations and open non-promotional examinations. Credit in open entrance examinations is granted as follows: 10 points for veterans, widows or widowers of veterans, and spouses of 100 percent disabled veterans; and 15 points for disabled veterans. Credit in open non-promotional examinations is granted as follows: Five (5) points for veterans; and 10 points for disabled veterans. Directions for applying for veterans preference are on the Veterans Preference Application form which is available from the State Personnel Board office, written test proctors, and the Department of Veterans Affairs, P.O. Box 1559, Sacramento, CA 95807.

**High School Equivalence:** Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Educational Development (GED) Test; 2) completion of 12 semester units of college-level work; 3) certification from the State Department of Education, a local school board, or high school authorities that the candidate is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

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# CALIFORNIA STATE PERSONNEL BOARD

P.O. Box 944201 - 801 Capitol Mall  
Sacramento, CA 94244-2010  
(916) 653-1502 - TDD: (916) 653-6336